

Colleen Merrigan

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PROFILE

Energetic Technical Recruiter with excellent Program Management skills. Over 10 years of professional experience in Federal, State, and local contract management industry. Knowledgeable in all phases of full life cycle recruiting and project management to include program analysis and evaluation, business development, strategic planning, training, direct supervision, and facilitation services. Works effectively with all levels of staff and management.

KEY ACCOMPLISHMENTS

- Consolidated operations by streamlining business processes/practices resulting in tremendous annual savings
- Incorporated customer's additional tasks at no additional cost by utilizing existing staff
- Increased hours of operation 25% without incurring additional costs by readjusting staffing levels
- Individual consulting efforts to a commercial developer added a 10% increase in operations revenue
- Effective leadership and team building skills resulting in 85% staff retention rate in a national call center
- Demonstrated rapid response to workload fluctuations increased staffing level 100% within 5 business days

PROFESSIONAL EXPERIENCE

METTERS INDUSTRIES, INC. – McLean, VA

Technical Recruiter

Jun 2005 - Present

Provides full life cycle recruiting support to hiring managers. Sources, identifies, evaluates, pre-screens, interviews and recommends candidates for positions. Utilizes sourcing methodologies to locate candidates through the Internet, staffing firms, job fairs, and professional associations. Manages Electronic Recruiting and Staffing Management Solution (eRSMS) to ensure a well-qualified candidate/skills database. Provides salary analysis to hiring managers. Responsible for internal job postings and employee referrals. Verifies reference and background checks. Follows-up with candidates in regards to interview and selection process. Conducts new hire orientations as needed. Maintains documentation on all candidates, hiring manager's evaluations, and other recruiting activities. Maintains recruiting metrics and reports. Establishes and maintains key relationships with managers, candidates, firms and agencies. Helps develop and maintain business relationships to secure job requisitions on government contracts within agencies such as NSA, NASA, HUD, FDIC, and USNA. Responsible for developing and enforcing recruiting policies and procedures.

Program Manager, Relocation Services

Dec 2000 - May 2005

Assisted in recruiting and marketing efforts for ongoing HUD activities. Acted as a subcontractor Project Lead with Lockheed Martin for the HUD HITS effort. Served as a lead in getting Task Order Proposals completed and submitted. Assisted in developing a solution for a local county government call center proposal. Managed several relocation service contracts for both non-profit and commercial multifamily housing developers (included writing relocation plans, conducting tenant surveys, income verifications, and relocation counseling). Responsible for the solicitation of opportunity, proposal writing, staffing and cost projections, contract negotiations, developing and implementing policies, contract budgets, developing job specifications and position descriptions, and supervision in addition to contract executions and oversight.

Program Manager, HUD Housing Counseling Clearinghouse

Jul 2000 - Jun 2003

Managed day-to-day operations of the HUD Housing Counseling Clearinghouse. Provided support and developed solutions for the HUD Single Family Program office. Disseminated information regarding all single family program areas and initiatives to the general public, housing counselors and housing industry professionals. Served as enior manager and point of contact with HUD for all program management activities. Responsible for annual budget of approximately \$1,000,000, supervision of eight person staff, and project deliverables including various high-level reports, and a national newsletter. Interfaced with IT staff to design automated intake system and housing counseling database to improve quality and accuracy of the multiple, interdependent project databases. Assisted in the design and implementation of call tracking software. Worked with telecommunications personnel to develop the HCC's complex telephone system, including multi-level menu options and telephone scripts. Conducted budget and time analysis to determine appropriate allocation of resources.

Information Services Supervisor, HUD Housing Counseling Clearinghouse

Dec 1998 - July 2000

Monitored the delivery of services to the public through live toll-free lines, electronic and regular mail. Recruited and hired staff. Supervised up to 10 resource specialists. As the project's subject matter expert, developed and implemented staff training in customer service and education of single family housing programs. Developed a cohesive team with 85% retention rate. Provided support to resource specialists, handled complex calls, complaints and complex e-mail. Conducted research of all aspects of housing related issues. Developed operational procedures and practices. Designed and maintained database, resulting in a 98% accuracy rate. Provided technical assistance to the HUD-approved housing counseling agencies nationally, as well as HUD's National and Regional Intermediaries regarding HUD's annual report and operation of the web based reporting tool. Managed and produced the annual housing counseling activity report (HUD Form 9902) submitted by the HUD approved housing counseling agencies; including data collection, entry and analysis.

AHOME – Arlington, VA

Certified Mortgage Counselor

Mar 1997 - Nov 2001

Provided mortgage counseling and education to first-time home buyers regarding the entire home buying process including: the decision to purchase, budgeting, credit restorations, identifying and selecting commercial, federal, state, or local mortgage loan programs through the actual home purchase. Conducted workshops and outreach, created and facilitated First-Time HomeBuyers Club. Conducted VHDA homebuyer education classes. Recruited, volunteer professionals within the housing industry.

NORTHERN VIRGINIA FAMILY SERVICE – Falls Church, VA

Housing Programs Supervisor

Jan 1998 - Dec 1998

Supervised State and County funded programs in several jurisdictions. Monitored housing programs, developed and implemented program guidelines, procedures, and delivery of service plan; maintained database; analysis of project finances, preparation of program reports; staff recruitment, training and supervision. Conducted ongoing training to county and non-profit organizations and business community. Maintained an 80% staff retention rate in an agency with a 65% turnover rate. Developed, monitored and completed contract specific outcome measurements for the agency. Monitored housing counseling certification protocol for agency staff. Contributed to overall agency function through understanding and analysis of housing needs and strategies in multiple jurisdictions. Implemented quality assurance methods and participated in proposal writing resulting in contract renewals.

Homeless Prevention Programs Coordinator

Jul 1993 - Dec 1997

Administered state funded Homeless Intervention Program in Fairfax and Arlington Counties, and county funded Homeless Prevention Program in Fairfax County. Program management included: development and implementation of program guidelines, procedures and delivery of service plan, database maintenance, analysis of project finances, preparation of program reports, recruitment, training and supervision of HPP/HIP staff. Conducted ongoing training to county and non-profit organizations and business community. Programs provided direct service in the form of a loan or grant to those in imminent danger of losing their home. Responsible for the direct assistance fund in excess of \$700,000. Underwriting duties included: client assessment, credit worthiness, program eligibility determination, and verification process. Upon loan approval determination, responsible for the development of individual action plan and loan repayment plan, budget counseling, mortgage default counseling, and overall program evaluation. Coordinated efforts with mortgage loan servicers to develop loss mitigation plans to prevent foreclosure.

Homeless Prevention Counselor

Nov 1992 - Jul 1993

Implemented the Homeless Prevention Program's procedures for the delivery of services including assessment and eligibility determination. Program eligibility determination entailed intake assessment, data collection and verification, preparation of case reviews, development of client self-sufficiency plan and repayment schedule. Case management duties included budget counseling, financial planning and education, career counseling, and referral to community resources.

Nutrition Surplus Coordinator

Jun 1991 - Jun 1993

Provided direct service and community intervention, identified families in need of supplemental foods and determine client eligibility. Distributed food biweekly and arranged the delivery and storage of food. Case management duties included formulating self sufficiency plans with clients that established short and long-term goals and met regularly with clients to assess goals and make necessary referrals. Wrote proposals, completed monthly reports and updated client files.

EDUCATION & TRAINING

SYRACUSE UNIVERSITY – Syracuse, New York

B.S. Family and Community Services

Sourcing Candidates, Monster.Com

Employee Handbook Compliance, Willis of Maryland

Employment Law 101, Willis of Maryland

Compliance With State and Federal Lending Regulations, Neighborhood Reinvestment Corporation

Default/Foreclosure Counseling, Virginia Department of Housing and Community Development

Home Equity Conversion Mortgages, Neighborhood Reinvestment Corporation

Housing Counseling I, George Mason University and Fairfax County Housing Coalition

Housing Counseling II, George Mason University and Fairfax County Housing Coalition

Loan Servicing and Collection, Neighborhood Reinvestment Corporation

VHDA Mortgage Trainer, Virginia Housing Development Authority

COMPUTER SKILLS

- Microsoft Access
- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word
- Internet Explorer

REFERENCES

Available upon request